



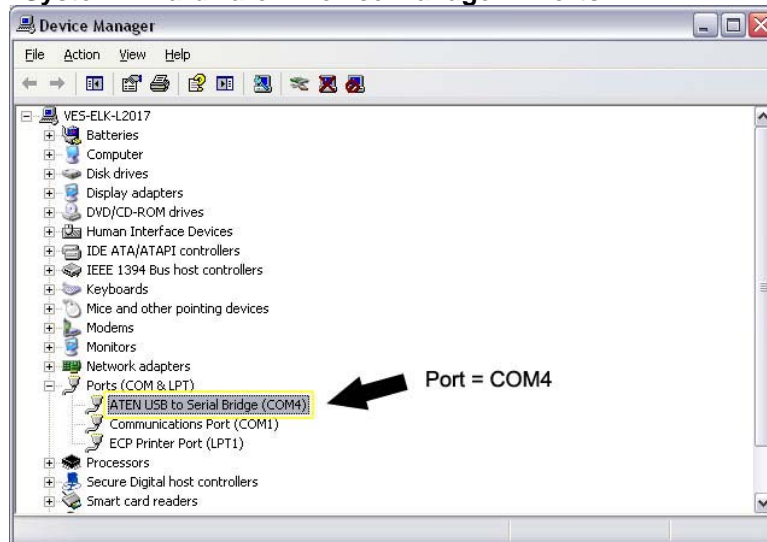
## Telma Desktop Software Installation

**SUBJECT:** Installing and Configuring the Telma Desktop Software

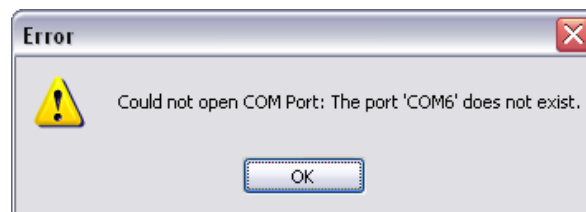
**Products Affected:** Telma Control Module (TIG31062)

### Installing Telma Desktop Software:

1. Download the Telma Desktop Client from Telma website: [www.telmausa.com](http://www.telmausa.com) > Tech Website > Tech Support > Service Manual > Section 2 > Part H > [Telma Desktop ZIP file](#)
2. Unzip file, and install Telma Desktop EXE file. You may need to update Microsoft .NET on your computer, the file to update this is also included in the ZIP file.
3. USB to Serial Port Number. Locate the USB to Serial adapter port (COM) number:  
(For help with installing the TIG01027 USB to Serial adapter driver, see Page 2)
  1. On your PC, click **Start > Run** and type "**devmgmt.msc**" and click Ok. Then under **Ports** find your **USB to Serial** device from the list, and look for the port Number (example image below: Port = COM4)
  2. Alternatively you can get to your Device Manager through the Control Panel: Click **Start > Control Panel > System > Hardware > Device Manager > Ports**



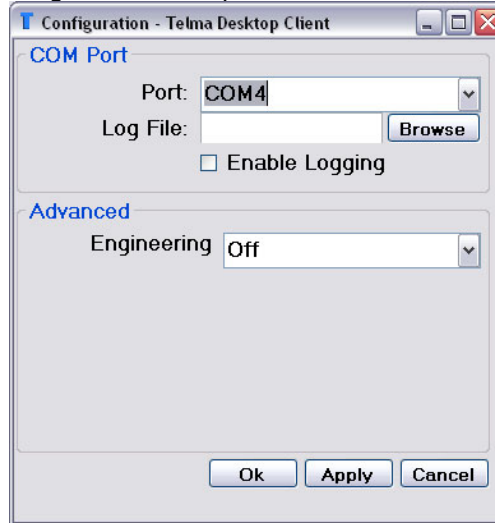
NOTE: If you do not configure the COM port number correctly the Telma Desktop software will display an error that it cannot connect to the port, or the port does not exist. If your computer is equipped with a built-in Serial port, the port number is usually COM1. USB to Serial cables create a new COM port according to what is available, and may change when your computer is restarted.



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4. Update Telma Desktop with the USB to Serial port #.
  1. Open Telma Desktop, click **File > Configuration** and in the **Port:** dropdown box, choose the Port # detailed in your Device Manager. For example we choose COM4, shown in image below:



5. Start the communication between the Telma Desktop and the Telma Control Module. Make sure the TRCM is powered and click the "**Start**" button in the Telma Desktop Client. Then look for a green checkmark under the "**Data Status**" and "**CAN Status**".
  1. **Data Status** is the connection between the Telma Desktop Client and the TRCM. If this shows a green checkmark, then the communication between the TRCM and your computer is good.
  2. **CAN Status** is the communication between the TRCM and the vehicle CAN Bus. Green checkmark means the TRCM is configured to use CAN, but does not mean it is getting valid CAN data. If there is a red circle, that means the TRCM is not configured for CAN, CAN is set to "Off". You may also see the CAN data to make sure the TRCM is receiving CAN data by going back to **File > Configuration** and choosing "**On**" under the **Advanced Engineering** mode. This option displays the **Raw CAN Bus** under the "**Diagnostics**" tab. If all columns have blank data (N/A or 0), no CAN information is being received by the TRCM.

### Installing the USB to Serial Adapter Driver (P/N TIG01027)

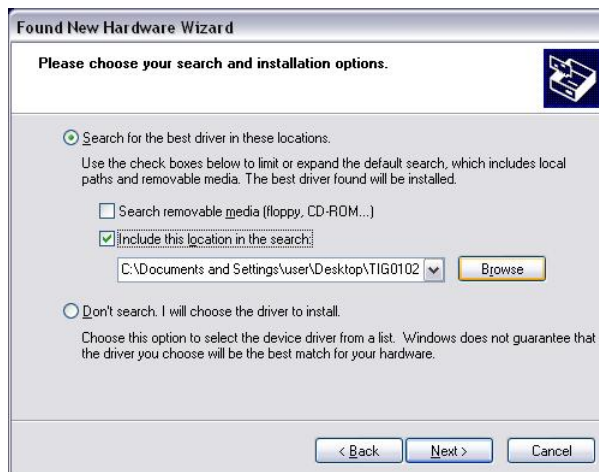
1. Insert the disc that came with your adapter wire, or download the driver from [www.telmausa.com](http://www.telmausa.com).
2. Locate the driver files for your operating system:
  1. Drivers are located in the "IOC" folder on the disc.
  - or*
  2. Unzip the TIG01027-USB-Serial-Drivers.zip file to your desktop.
3. Plug in the USB to Serial adapter into a USB port of your computer and the Found New Hardware Wizard should start. Select "No, not this time" when asked to connect to Windows Update to search for the software.



4. Select "Install from a list or specific location (Advanced)"



5. Select "Search for best driver in these locations, and select "Include this location in the search". Then click "Browse" and select the location of your drivers from Step 2, either on the CD or your desktop.



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- Once the driver is found you may get a notice that the driver has not passed Windows Logo testing, click "Continue Anyway".



- The wizard will install the drivers, click "Finish" when complete.



- Continue to *Step 3* of Installing the Telma Desktop Software on *Page 1* if needed.

If you have any questions, contact Telma customer support at 800 797-7714, go to the Telma Web site at [www.telmausa.com](http://www.telmausa.com), or send an email to [engineering@telmacse.com](mailto:engineering@telmacse.com) with your questions 24 hours a day / 7 days a week.